

Appl. No. 10/772,829  
Amdt. dated October 8, 2009  
Reply to Office Action of November 13, 2008

**In the Specification**

Please replace the paragraph beginning on page 10, line 4 with the following rewritten paragraph:

To take an example, suppose that a user, Mary, is using the system 100. The user information database 130 includes a user entry for Mary. The entry includes function tallies for each function, with the function usage tally indicating the number of times the user has successfully used the function. The function tallies provide evidence that can be interpreted to indicate the user's proficiency for each of the functions performed by the voice dial module 118C and the voicemail module 118D, as well as with the overall system 100, and is organized as follows:

| Module               | Function              | Function usage tally |
|----------------------|-----------------------|----------------------|
| Overall system       | Main menu accesses    | 188                  |
| Overall system       | Main menu commands    | 202                  |
| Voice dialing module | Call menu accesses    | 197                  |
| Voice dialing module | Call by contact       | 98                   |
| Voice dialing module | Call by directory     | 52                   |
| Voice dialing module | Call by number        | 47                   |
| Voicemail module     | Message menu accesses | 5                    |

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|                           |                             |   |
|---------------------------|-----------------------------|---|
| Voicemail module          | Play message                | 0 |
| <del>Delete message</del> | <del>Voicemail module</del> |   |
| <u>Voicemail module</u>   | <u>Delete message</u>       | 0 |